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1104 Patent

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: EISENSTEIN

Serial No.: not yet assigned

Filing Date: herewith

For: TRANSACTION-BASED SURVEY
SYSTEM

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) Examiner: not yet assigned
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) Group Art Unit: not yet assigned
)
) Attorney Docket No.: G06.003
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Commissioner for Patents
Washington, D.C. 20231

INFORMATION DISCLOSURE STATEMENT

Sir:

Applicant submits herewith patents, publications or other information of which they are aware that they believe may be material to the examination of this application, and in respect of which, there may be a duty to disclose.

The filing of this information disclosure statement shall not be construed as a representation that a thorough search has been made, an admission that the information cited is, or is considered to be, material to patentability, or that no other material information exists. Nor shall the filing of this information disclosure statement be construed as an admission against interest in any manner.

This Information Disclosure Statement is filed in accordance with 37 CFR §§1.56, 1.97 and 1.98. The items listed on the accompanying Form PTO-1449 may be deemed to be pertinent to the above-identified application and are made of record to assist the Patent and Trademark Office in its examination of this application. The Examiner is respectfully requested to fully consider the items listed on the enclosed copy of Form PTO-1449 and to independently ascertain their teaching.

No fee is believed to be due under 37 CFR §1.17(p) for this Information Disclosure Statement since it is being filed concurrently with the above-identified application.

Respectfully submitted,

November 29, 2001

Date



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Substitute for form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>			Complete if Known		
			Application Number	not yet assigned	
			Filing Date	herewith	
			First Named Inventor	EISENSTEIN	
			Group Art Unit	not yet assigned	
			Examiner Name	not yet assigned	
Sheet	1	of	1	Attorney Docket Number	G06.003

OTHER PRIOR ART - NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
	A	Summary of "Nortel Networks Clarify ClearHelpDesk: A comprehensive support system for enterprise help desks", Nortel Networks™ (4 pgs.)	
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	C	Dipolar – "Professional Quest", http://www.dipolar.com.au/products.asp (download 9/18/01) 4 pgs.	
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¹Unique citation designation number. ²Applicant is to place a check mark here if English language Translation is attached.